

# Housing Central- Pacific Housing Research Network (PHRN)

'What Do People Want?'

Community Enhancement Survey Results:

A Comparative Analysis in the Context of a Non-Profit Housing Provider

*Carolina Ibarra, BA, MSSc*

*Director of Strategic Initiatives and Special Projects*

*Sara Thiessen, MSW, RSW*

*Community Development Coordinator*



# Introduction



## Brightside Community Homes Foundation

**Vision:** A future where people of all income levels have a home within a vibrant and healthy community.

**Mission:** Build resilient communities throughout Vancouver, with safe and secure homes, for those struggling to meet the demands of market housing.

**Values:** Being Resourceful, Progressive, Inclusive, and maintaining Clarity

# Resident Profile

- Independent seniors
- Families
- People with disabilities



# Community Enhancement Survey



# Community Enhancement Survey



## Purpose:

- Capture residents need for supports from their own perspective.
- Obtain detailed information about challenges faced by tenants in order to propose solutions to improve their housing security.
- Gather information that would guide the development of an action plan.
- Assess interest in community development activities and events.
- The survey was designed by integrating concepts related to the social determinants of health, as well as property management.

# Community Enhancement Survey



## Key Findings

- Vulnerability factors leading to fear over ability to live independently.
- Diversity in buildings - knowledge and access to resources varies widely.
- Support system in BC is fractured and not conducive to people taking control of their own situations, due to:
  - Lack of accessibility
  - Language barriers
  - Isolated support services
  - Lack of awareness and/or understanding
- Food security, lack of mobility, poor mental health, and lack of appropriate home care resources are the primary barriers to long term housing security.

# Community Enhancement Survey



## Challenges and Limitations of the Survey

- Overall response rate of approximately 25%.
- Many of the survey responses were returned incomplete.
- Survey feedback not always relevant to the survey purpose and objectives.

# Social Connectedness: Relationships





# Social Connectedness: Relationships

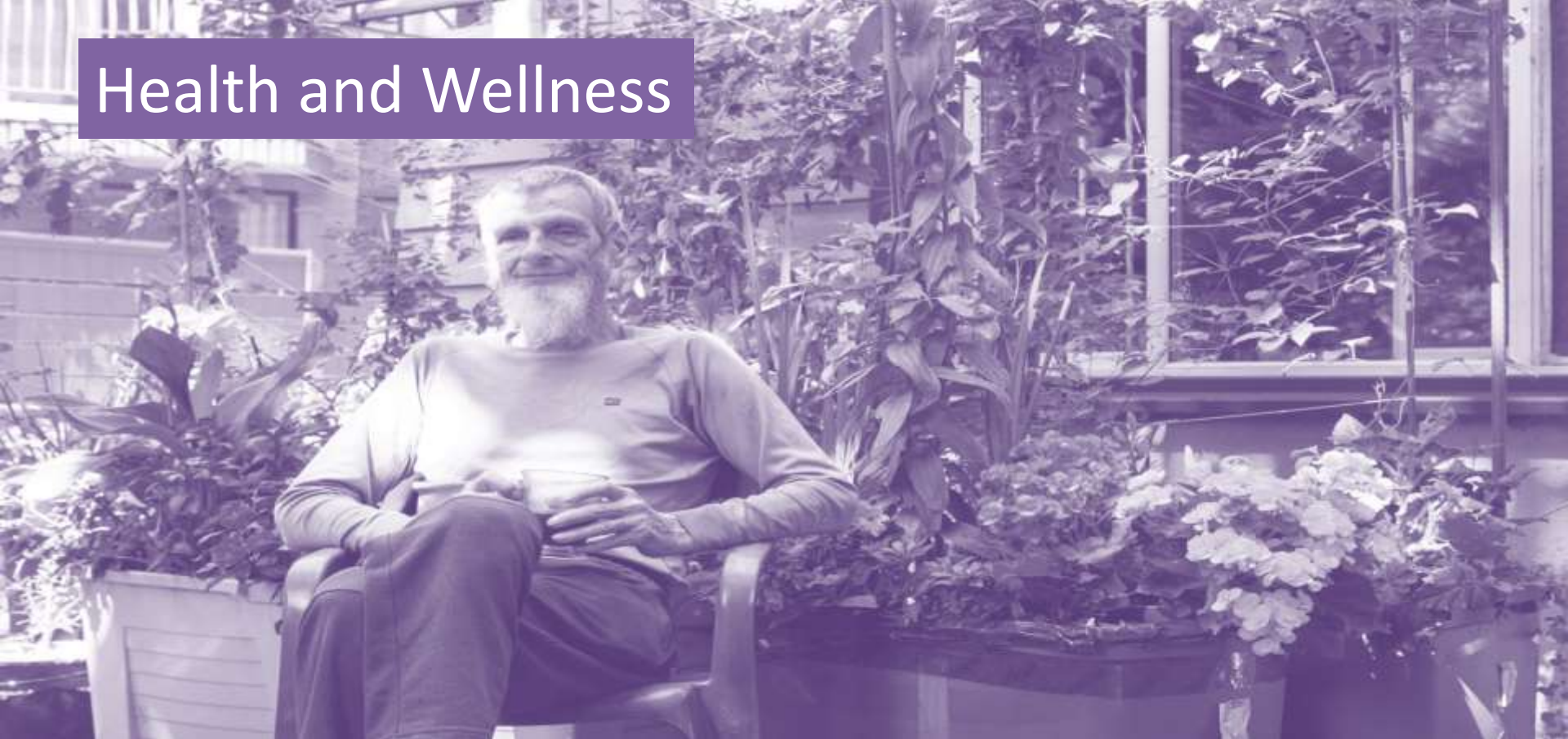


*Having a supportive community is associated with better overall health and well-being, assists with problem solving ability and acts as a buffer against health problems.*

## Community Events

**Survey Result:** The highest area of interest for community events was community gardens, followed by community potlucks/kitchens.

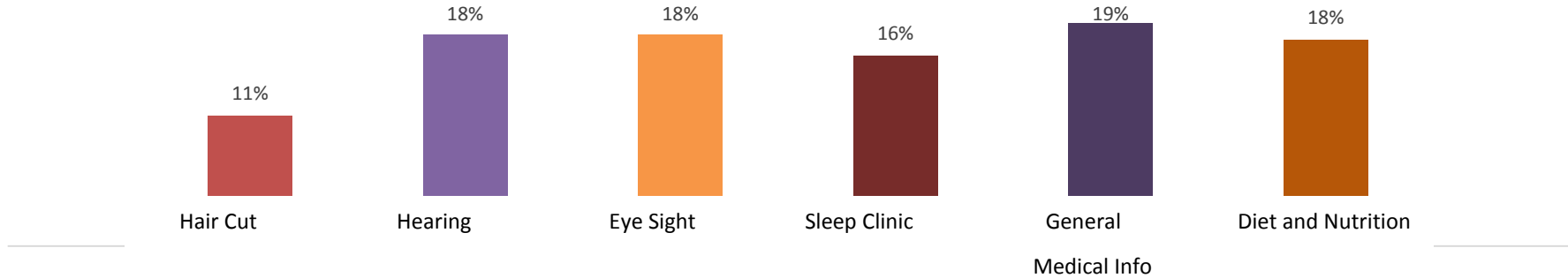
# Health and Wellness



# Health and Wellness

## General Services

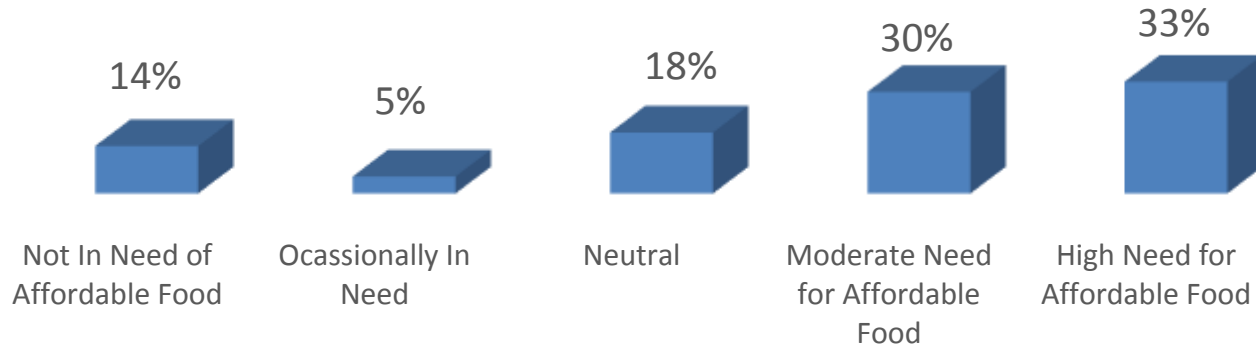
**Survey Results:** Over 24% of survey respondents indicated interest in other services that would assist them towards living more independent and healthier lives. “General Medical Information”, “Eye Sight”, “Hearing” and “Diet and Nutrition” all ranked highest in terms of interest.



# Health and Wellness

## Need for Accessing Affordable Food

**Survey Results:** 63% of respondents indicated a moderate to high need for accessing affordable food. Additionally, 18% indicated a neutral need for affordable food. “Reduction of food costs” was listed as the number 1 priority for our residents followed by an “Increase access to affordable food”.

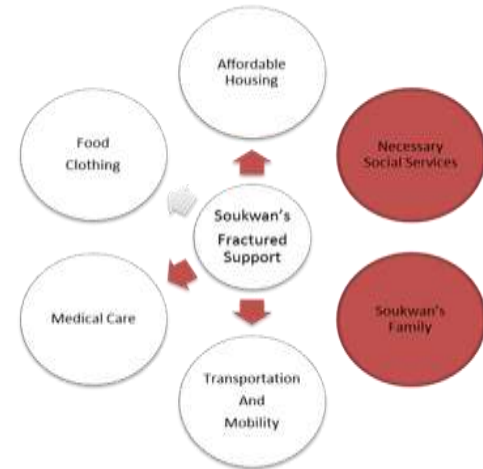


# Cases





- Community resilience
- Combatting isolation
- Under housing/over housing
- Transfers due to financial challenges
- Elder abuse
- Mental health challenges



# Results in Brightside's Context

- Independent living housing provider.
- Brightside's operations are subject to the RTA, Operating Agreements, its constitution and bylaws, among other restrictions.
- Brightside is a steward of a legacy built over 65 years. This includes maintaining and protecting 27 properties to be offered as affordable housing, and growing our housing stock.
- Property management is complex and expensive. As a charity, we have limited income, but our expenses do not differ from those of market landlords.
- There is limited funding available for preventative approaches, and supports for independent living.
- Community based services and government services are isolated.

# Results in Brightside's Context Continued

## Challenges to Brightside:

- Financial risk
- Damage to property
- Risk to staff
- Balancing obtaining positive results within the framework in which we operate





# Results in Brightside's Context

## What is needed to deliver what people want/need?

- Political will (internal and external)
- Financial and time investment
- Understanding the current conditions
- Willingness to accept logical consequence
- Collaboration
- Systemic change

## Why is it important?

- Housing security

***Above all we are problem solvers...***

# Community Feedback

## General Quotes about our Community Development Initiative

Comments capturing residents' response to the Community Development Initiative in general are included below:

“I appreciate the direction Brightside [in regards to community development] is going and it makes me feel less concerned about my housing situation” - Wallace Wilson Resident

“You reach a point where you are unable to do it [in regards to living independently]... don't know when that time comes” - Burrard Manor Resident

“Thanks for showing interest in our case and concerns as we try to enjoy living independently within your ... housing foundation living environment” - Alice Saunders Resident

“I appreciate the positive initiative it represents with respect to healthier individuals and healthier communities” - Alice Saunders Resident



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